

Chronology of Events – North Melbourne Tower lockdown deliveries.

Date	Incident	Specifics	Who	Supporting Documentation
6/7/2020 7:30am	Attend 76 CANNING 7:30am	I approached police at entrance of 76 Canning street North Melbourne. Speak to Constable S 47F [REDACTED] from Northcote Police station and explain that we would like to be able to deliver mail into the mail rooms for residents. He called over his Supervisor who said that “Nobody in, Nobody Out” and that they will not be allowing us to enter the buildings whatsoever.	S 47 E(c) [REDACTED]	
7/7/2020	Receive Comms about delivering and the there is a system in place for following day.	<p>Hi All,</p> <p>Just had confirmation by the State Control Centre on the processes they have put in place for the locked down towers. The process is as follows:</p> <ul style="list-style-type: none"> • The SCC (Emma McKenzie) has coordinated all mail from the Flemington Post Office to be delivered to the Command Post Foyer at each tower. • From their recipients will be contacted by VICPOL / DHHS etc and mail delivered to them from there. • For mail / products coming from other areas they are all to go the the Command Post Foyer at each location. • VICPOL / DHHS will coordinate as required. <p>Handover of mail / products will need to be confirmed and approved (if required) by AP as we will not be able to deliver direct to each recipient.</p>	S 47 E(c) [REDACTED]	

<p>8/7/2020 11:50am</p>	<p>Operations Manager s 47 s 47 and PDC2 s 47 s 47 attend Site to deliver mail to Command Post at Sutton Tower.</p>	<p>s 47 E(c) attends Sutton tower Command Post to Handover mail to police officer female officer approaches s 47 she is oblivious to any mail being brought to Tower Command Posts. s 47 is asked to wait for s from DHHS. s 47F comes to the Sutton street command post and is also oblivious to mail being taken to Tower Command Posts. She refers s 47 to the Central Command Post at Buncliff Street s 47 arrives at Central Command post at 12:10 and explains process to acting Senior Sargent s 47F he is also oblivious to mail being brought to towers.</p> <p>He then directs Trent to speak with DHHS back at the Sutton Tower. s 47 advises Mr s 47F that he has already attended the Sutton Tower building before coming to the Command Centre and that he was advised at Sutton Tower to come to here.</p> <p>Mr s 47F asks s 47 to sit tight and he made a call to DHHS. He is unable to get any information from DHHS as they are in a briefing. He then directs s 47 into the centre of the community centre of the Command Post.</p> <p>s 47 follows command centre protocols of signing in and temperature check etc.</p> <p>He is told to wait by the food registration desk.</p> <p>s 47 is then approached by DHHS employee s 47F to which s 47 must explain the purpose of his attendance and the expectation of the delivery of mail.</p>	<p>s 47 E(c)</p>	

		<p>s 47F is also oblivious of any mail being delivered or any process in place.</p> <p>s 47F is happy to take mail but gives no guarantees of safeguarding or when or how it will be delivered.</p> <p>s 47 then calls the DC and speaks DM s 47 E(c) and s 47</p> <p>s 47 he says that all people on hand are oblivious and he doesn't feel that the mail will be safe as the command centre is inundated with volunteers and staffers from all types of services. s 47 said it is chaotic and it is not an environment where the mail is secure.</p> <p>He is directed by the DM and Territory manager to return to the Delivery Centre with the mail.</p>		
8/7/2020	Theresa Advises on her 2:30. The mail is unable to be delivered.	s 47 E(c) communicates to s 47 on 2:30 unable to Deliver.	s 47	
9/7/2020	s 47 E(c) and s 47 attend Command Post to establish contact for delivery.	Both s 47 E(c) are met at the command post door by Tom Robertson of City of Melbourne . We explain the ongoing issue over the last few days and he says that he is the man to speak to. We explain the process and the sensitivity and security measures needing to be provided for us to be able to leave the mail and that somebody will need to sign for the Scannable articles and ultimately take responsibility. Tom advises that he will provide security for the	s 47 E(c)	

		<p>mail after we outline our concerns. He is helpful and we feel like we are getting places.</p> <p>I advise him of the backlog of mail and the expected volumes and ask him for a preferred time. He says that about 9:00am would be great.</p>		
9/7/2020	<p>s 47 E(c) and s 47 E(c) attend the Command Post with the mail at 9:00am</p>	<p>I park the Kangoo vehicle directly outside the front doors of the Command Post (Buncle street) with the approximately 20 Large Letter Tubs of mail and enters the Command post.</p> <p>I am met by Simon Were from City of Melbourne attending the front sign in table. I follow the sign in process and state my purpose is to see Tom Robertson, Simon says that Tom is the morning briefing with all the department heads.</p> <p>He tells me to take a seat whilst I wait and provides a chair. After about 10 minutes passes Simon approaches me and says look I don't know how long he is going to be in there.</p> <p>I explain to Simon that Tom had agreed to responsibility for the items and state the importance that some articles hold.</p> <p>I say people receive valuable items in the mail such as passports and there is also about 80 items from Senator Pauline Hanson today that are express Post and will need to be secured and then delivered today.</p> <p>Simon said he is happy to take responsibility for the security of the mail and advises that it will be safe here behind the desk as it is always manned. As you are taking the items do you mind if I take</p>	s 47 E(c)	

		<p>your photo as well as your name going into the scanner as the recipient. Simon agrees to both.</p> <p>The standard mail is already bundled in number order and the tubs are broken into towers.</p> <p>Both S 47 and I spend 25 minutes inside the Command Post scanning (for GPS delivery purposes) and putting in order to make it as easy as possible for their staff to deliver. I explain the entire process to Simon and again reiterate.</p> <p>There is another man present from the Sheriffs office who said he will be delivering to the towers so I also give him a quick rundown.</p> <p>Senior Sargent S 47F also takes my name as an Australia Post contact when he sees us with the mail ready.</p> <p>I also take Simon's phone number and inform him that I will call today at about 2:00pm to see how the delivery as I must report on the Senator Hanson items before the 2:30 Hook-up.</p>		
9/7/2020 1:54 pm	Call Simon for Update	<p>I call Simon at 1:54 and he says he will see how it's going and then call me back.</p> <p>He calls me back at 1:57 and says that they are doing their best and the priority is food and other essentials and all of the mail hasn't been delivered yet and that they are working through it.</p> <p>I say that I am receiving calls every couple of hours and need to provide an update to Senator Hanson on the deliveries. He said, So Pauline Hanson is calling you every couple of hours, is she? I said No, but her account manager is.</p>		

		He said we are doing the best we can in the circumstances.		
10/7/2020 7:30am	Attend Command Centre as easing of Lockdown is announced and we will be able to commence some normal deliveries.	<p>As the easing of Lockdown is announced by the government with only 1 tower to remain in full lockdown both S 47 and I attend the Command centre to check on the progress of yesterday's deliveries and to take back anything we think we can get delivered.</p> <p>Simon is on the front desk again I ask how the deliveries went, he said he's unsure. I said well I can see some of it got done.</p> <p>159 Melrose looked to be delivered, 12 Sutton has not been touched the 4 Tubs are where I left them. 159 and has been delivered and it looks like a lot of 76 Canning has also been delivered, thankfully all of the Senator Hanson items have been delivered as they are gone. There are only a few tubs of scannable left.</p> <p>We accept all items that we have taken possession of back at the DC</p> <p>Simon asks what we are taking back as he has signed for it.</p> <p>He takes down the addresses.</p> <p>We take back all the product except for 33 Alfred which remains under lockdown.</p>		
10/7/2020 11:30am	PDC2 and PDO deliver all other towers as per usual.	From 11:30 onward all the on-hand mail was delivered was delivered by Australia Post Staff.		
13/7/2020	Attend Command Centre to check on deliveries to 33 Alfred.	<p>Simon is at front desk. Ask if all the mail was delivered as it is nowhere to be seen.</p> <p>We are assuming it has been delivered.</p> <p>We agree with S 47F DHHS Incident Co-Ordinator to continue to bring down the mail down for 33 Alfred and to contact</p>		

		the LPO to be sure to Hold carded for items for all 4 towers for another month.		
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